

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) ~~In an information retrieval application, a~~ A computer-assisted method for detecting content holes, comprising:

~~parsing a content body into a plurality of concept nodes, including a first concept node~~
accessing a content body organized into a plurality of concept nodes, wherein the content body includes a first concept node;

~~determining a percentage of successful service interactions as a function of concept node~~
nodes; and

~~if the percentage of successful service interactions [[at]]~~ related to the first concept node is below a predefined threshold, flagging a content hole.

2. (Currently Amended) ~~An article comprising a~~ A computer-readable medium having instructions ~~thereon that, wherein the instructions, when executed in a computer, create a system for executing a computer-assisted method of detecting~~ detects content holes, ~~the method comprising by:~~

~~parsing a content body into a plurality of concept nodes, including a first concept node~~
accessing a content body organized into a plurality of concept nodes, wherein the content body includes a first concept node;

~~determining a percentage of successful service interactions as a function of concept node~~
nodes; and

~~if the percentage of successful service interactions [[at]]~~ related to the first concept node is below a predefined threshold, flagging a content hole.

3. (Currently Amended) ~~In a defined information retrieval system, a~~ A computer-assisted method of charging for services, comprising:

~~determining a percentage of successful service interactions in a typical~~ first information retrieval system; and

determining a percentage of successful service interactions for services provided in ~~the defined~~ a second information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in ~~a typical~~ the first information retrieval system and the percentage of successful service interactions for services provided in the ~~defined~~ second information retrieval system.

4. (Currently Amended) The computer-assisted method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the ~~defined~~ second information retrieval system includes:

~~parsing a content body into a plurality of concept nodes, including a first concept node~~
accessing a content body organized into a plurality of concept nodes, wherein the content body includes a first concept node;

determining a percentage of successful service interactions as a function of ~~each~~ node ~~concept~~ nodes; and

wherein billing as a function of the difference between the percentage of successful service interactions in ~~a typical~~ the first information retrieval system and the percentage of successful service interactions for services provided in the ~~defined~~ second information retrieval system includes weighting successful interactions as a function of concept ~~node~~ nodes.

5. (Currently Amended) ~~An article comprising a~~ A computer-readable medium having instructions ~~thereon that, wherein the instructions,~~ when executed in a computer, ~~create a system for executing a computer-assisted method, the method comprising~~ charges for services by:

~~parsing a content body into a plurality of concept nodes, including a first concept node~~
accessing a content body organized into a plurality of concept nodes, wherein the content body includes a first concept node;

~~determining a percentage of successful service interactions as a function of each concept~~
node; and

determining a percentage of successful service interactions in a first information retrieval system;

determining a percentage of successful service interactions for services provided in a second information retrieval system; and

~~wherein~~ billing as a function of the difference between the percentage of successful service interactions in ~~a typical~~ the first information retrieval system and the percentage of successful service interactions for services provided in the ~~defined~~ second information retrieval system ~~that~~ , wherein the billing includes weighting successful interactions as a function of concept ~~node~~ nodes.

6. (Currently Amended) ~~In an information retrieval application,~~ a A computer-assisted method for detecting content holes, comprising:

(a) ~~parsing a content body into a plurality of concept nodes, including a first concept node~~ accessing a content body organized into a plurality of concept nodes, wherein the content body includes a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of ~~[[the]]~~ concept nodes;

(c) determining a percentage of queries as a function of ~~[[the]]~~ concept nodes;

(d) determining a percentage of documents as a function of concept ~~node~~ nodes;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole score is below a predefined threshold.

7. (Currently Amended) ~~In a defined information retrieval system,~~ a A computer-assisted method of charging for services, comprising:

determining a number of successful service interactions in an information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in the information retrieval system over the period of time.

8. (Currently Amended) The computer-assisted method of claim 1, ~~in which~~ wherein each concept node represents a concept ~~[[for]]~~ in the content body.

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9. (Currently Amended) The computer-assisted method of claim 1, ~~in which~~ wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.
10. (Currently Amended) The computer-assisted method of claim 3, ~~in which~~ wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.
11. (Currently Amended) The computer-assisted method of claim 4, ~~in which~~ wherein each concept node represents a concept ~~[[for]]~~ in the content body.
12. (Currently Amended) The computer-assisted method of claim 4, ~~in which~~ wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.
13. (Currently Amended) The computer-assisted method of claim 6, ~~in which~~ wherein each concept node represents a concept ~~[[for]]~~ in the content body.
14. (Currently Amended) The computer-assisted method of claim 6, ~~in which~~ wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.
15. (Currently Amended) The computer-assisted method of claim 7, ~~in which~~ wherein the successful service interaction comprises a query from a user for which returned content matches that user's intent.
16. (Currently Amended) The computer-assisted method of claim 6, ~~in which~~ wherein the acts (a) – (f) are performed in the order presented in claim 6.